

COMMUNITY AGENCIES AND THERAPISTS OFFERING TELEHEALTH SUPPORT

COMMUNITY AGENCIES AND HEALTH CLINICS:

Alzheimers Family Support Center – Brewster (508) 896 – 5170

The AFSC has suspended in-person programs but remains open, with expanded telephone support hours 9 am to 5 pm, 7 days a week. Messages are checked regularly. Individuals or family members living with Alzheimer's disease or related dementia are welcome to call for support. **You do not have to be a current client.** Especially important during the COVID 19 crisis, primary caregivers need to have contingency plans in place, with at least one emergency contact number in the event that they become ill. If you do not have a plan in place and need help creating one, please call (508) 896 – 5170. If you experience respiratory symptoms, please contact your medical provider immediately.

Bay Cove Human Services (Crisis Intervention and Support)

Offering telehealth for evaluations 24/7 over the next few weeks until the situation stabilizes. **24 Hour Crisis line: 833-229-2683.**

Cape Cod Children's Place and Family Resource Center

10 Ballwic Road
Eastham, MA 02651
508-240-3310

Family Support specialists are available to help families meet their basic needs and discuss child development / behavior strategies. **Cindy Horgan is answering the phone M - F, 9am - 5pm, 508-240-3310** chorgan@capecodchildrensplace.com A limited supply of diapers, food and children's books is available.

Cape and Islands Veterans Outreach Center

Amidst the COVID-19 outbreak the **Cape & Islands Veterans Outreach Center** wants to assure all of our clients that our counseling, food pantry, prevention and permanent housing services are still being provided. In order to practice safe social distancing, we have eliminated all walk-ins at this time. We urge anyone who seeks our services to call 508-778-1590 to get direction on how to contact our staff.

To minimize any interruption, our food pantry remains open every Thursday from 9am – 1pm as we have set in motion protocols to keep both our staff and clients safe from the spread of the virus. Our counseling clients can call counselors to set up virtual therapy sessions. Our prevention and permanent housing programs remain functional as well. Clients are still receiving services without interruption via phone. For rental assistance please call 508-488-8347.

Cape Cod Human Services of Cape Cod Health Care Centers for Behavioral Health - Outpatient

They are set up to offer Telehealth Behavioral Health services.

(508) 430 – 3350 (Fontaine location)

Referrals may be faxed to (508) 790-3304 or via our centralized email referral/intake line of communication at cchsintake@capecodhealth.org or lastly by calling our intake phone at (508) 790-3360 Press#2.

Information for new referrals:



Dear CCHC Providers:

Cape Cod Healthcare Centers for Behavioral Health – Outpatient understands the importance of care coordination for patients seeking behavioral health services. Healthcare providers and case managers appreciate a prompt referral intake process.

To maximize efficiency of our referral and intake processes, referrals may be faxed to (508) 790-3304 or via our centralized email referral/intake line of communication at cchsintake@capecodhealth.org or by calling our intake phone is (508) 790-3360.

Our Intake Staff will contact you and/or the patient as quickly as possible and provide ongoing communication via email or phone including follow-up questions related to billing/scheduling issues.

To ensure the timeliness of scheduling intakes, we require the following at the time of your referral:

1. Demographic information including name, address, DOB, soc. sec. #, phone number and who is referring the patient.
2. Insurance/Guarantor Information.

Please note: We accept most insurances including Medicare and MassHealth. However, we do not accept AETNA and CIGNA

Requested Service (Outpatient Therapy/Medication Management/Neuropsychological Testing; specific specialty areas: child, adolescent, adult or geriatric services)

3. Past Psychiatric history including presenting problem, past medical history and urgency of appointment (last medical office note is preferred)

The intake process takes approximately ten minutes with the patient so it is imperative that we receive accurate contact information for your referral including the best time to reach the individual seeking services.

Your patient will be contacted directly and will be scheduled with our first available therapist and/or medication management provider that meets their specific needs/requests.

Thank you for your time and please feel free to contact us with your feedback or questions regarding our intake processes at the Centers for Behavioral Health – Outpatient.

Elizabeth Lynch
Manager of Operations
Centers for Behavioral Health - Outpatient
(508) 862-5855

Dayle Lawrence, LICSW
Clinical Director
Centers for Behavioral Health - Outpatient
(508) 862-5455

Caregiver Homes CC&I, Adult Family Care

As an LTSS provider of Adult Family Care for the young adult and elderly, state regulations have been modified, and Caregiver Homes can continue to accept new individuals and families onto service via remote assessments. For many years now and for those active with Caregiver Homes, individuals and caregivers are provided a tablet and access to **Vela, created by Seniorlink/Caregiver Homes** which is a web-based care management system and application which provides daily communication, care coordination support, and the ability to provide ongoing support and onboard new individuals and families. Caregivers fill out an electronic note which are monitored by Caregiver Homes care teams daily, to ensure they can help maintain the highest level of quality care possible in the home setting. *Vela* is similar to telehealth but specific to *Caregiver Homes* and providing family caregiving support in the home setting.

For more information, please call Matt Butler, 774-955-4362 or mbutler@caregiverhomes.com

Child and Family Services

(508) 778 – 1839 Callers should specify that they are requesting Telehealth.

Councils on Aging / Senior Centers

Town Senior Centers continue to provide support services to residents 60+ years of age. Call your local COA to speak with a staff member.

Children's Cove: The Child Advocacy Center for the Cape & Islands

Children's Cove, a department of Barnstable County, provides coordinated and comprehensive multidisciplinary services to child victims of sexual abuse, serious physical abuse, witness to domestic violence and commercial sexual exploitation.

- Children's Cove staff are working remotely, until otherwise indicated. All staff members have a remote working plan to maintain confidential communication and coordination of services for families we serve.
- To contact staff members at Children's Cove, our phone number, 508-375-0410, is still functioning as normal, with the exception that all calls will be routed to our voicemail system. Callers can leave a message for who they are looking for. Case related calls, or those with concerns or questions needing a more immediate response should leave a message on the "Intake" line voicemail. These messages are checked regularly throughout the day by staff members.
- Working with the Cape & Islands District Attorney's Office, local Department of Children and Families, members of local law enforcement and the county Department of Health and Environment, we have developed an in-person response to cases involving child sexual abuse, severe physical abuse, witness to domestic violence and commercial sexual exploitation, maximizing safety for all. The response includes increased screening questions related to health of all individuals, and forensic interviews will be conducted on an emergency case basis.
- Team members are checking in for remote staff meetings regularly to ensure all staff members are up to date on protocols and other information.
- Families can still contact Children's Cove for supports and resources, especially since needs change in times of stress.

During times of stress and isolation, instances of abuse can increase. Additionally, individuals who have undisclosed trauma may be further challenged by their trauma experience with a reduction of their natural supports.

- If you are in immediate danger call 911 and provide as much detail about yourself, your location and how you are in danger.
- The DCF Child at Risk Hotline is 800.792.5200 and the local Hyannis office is 508.760.0200
- If someone is abusing you, or has abused you in the past, you are not alone. You have not done anything wrong and you are not in trouble. If you have a safe trusted adult to talk to, ask them to call for help with you. If you do not, call Children's Cove, the Department of Children and Families, or your local police department.
- If you are a parent or caregiver and have learned that someone you care about has been abused: The most important first step is to stay calm. The child has undergone a potentially traumatic experience and could be more frightened by your response than the abuse itself. Be sure to thank the child for being honest and courageous enough to tell someone, then call Children's Cove, the Department of Children and Families, or your local police department.
- To learn more about signs of child abuse, or how to have the conversation about body safety, visit our website at: www.ChildrensCove.org/Parents

Falmouth Human Services

The Town of Falmouth's Human Services Department continues to be fully staffed and operational and is available to the residents of Falmouth during the COVID-19 crisis. To protect the community and staff the department has suspended in-person appointments with residents. Staff social workers are available by phone to assist with any human service needs that arise during this crisis. This is a challenging time for everyone, if you are stressed and worried and need someone to talk to, the clinical social workers are available to offer mental health support over the phone. Additionally, understanding what kind of help is out there can also be overwhelming and even add to your stress. **If you need assistance navigating resources or have questions about basic needs, please call their office for assistance at 508-548-0533. All calls will be answered between the hours of 8:00am-4:30pm Monday-Friday.**

Family Resource Center - Hyannis

They will continue to operate on a regular schedule, but ask that you call **(508) 815 – 5100** to access staff. If you want to come in, please call first and you will be asked to participate in a brief health screening and discussion of your needs so we can best serve your needs.

Gosnold

Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP) are now available through the TeleHealth virtual platform. Additional TeleHealth services include: Individual Therapy, Structured Outpatient Addiction Program

(SOAP), and Driver Alcohol Education (DAE). Please contact a member of the Outreach Team for Assistance: Kevin Rosario (508) 274 – 4477, krosario@gosnold.org or Justin Campbell (774) 392 – 3581, jcampbell@gosnold.org.

www.gosnold.org

800 444 – 1554

Helping Our Women – Provincetown

Our office is closed, but we continue to provide the following free services by phone **(508-487-4357)**, **email or virtual meetings**:

- New client in-take by phone. We provide services for any woman living with a chronic health condition in Provincetown (or other Outer Cape towns) regardless of income, assets, or immigration status.
- Rides to necessary medical appointments on Cape and in Boston
- In Provincetown, we provide taxi rides to Outer Cape Health, as well as to grocery store, and to CCRTA Boston Hospital Bus.
- To-go bags from our food & personal products pantry
- Phone meetings for social support, advocacy, assistance and referral, as well as to help with application to SNAP food benefits, fuel assistance, other benefit programs.
- For low-income women living with chronic health conditions, we also provide \$780 annual financial assistance grant (monthly \$65.00 stipend paid directly to utility, phone, cable, grocery store, etc.)
- We have an open door policy to provide referral and resource information to all members of the community which means that when someone from outside our service area calls, or when a person who is not a client calls, we typically spend 20-30 minutes on the phone with the person calling to learn about their needs, simply listen and provide contact names and phone numbers to resources in their immediate community.
- Last week we tried our first social support group meeting on zoom and we will be adding some social support programming via zoom and/or FB Live in April.

www.helpingourwomen.org for more information

Homeless Prevention Council – Orleans

While we are not currently holding in-person meetings, HPC Staff are still available for phone consultations and support via email. Each of our Case Managers has a cell phone and availability during regular office hours, 9AM - 4PM, Monday - Friday.

Here is their contact information:

Maggi: (774) 801-9505 or Maggi@HPCapeCod.org

Maureen: (774) 801-9501 or Maureen@HPCapeCod.org

Ella: (774) 801-9479 or Ella@HPCapeCod.org

Mackenzie: (774) 801-9502 or Mackenzie@HPCapeCod.org

Our **Provincetown Community Support Liaison** is also available during regular office hours:

Alex: (508) 237-7042 or Alex@HPCapeCod.org

For general information or to reach office staff, you can email Info@HPCapeCod.org or dial our main number, (508) 255-9667 for assistance during regular office hours.

Para español pregunta por Ella (a (774) 801-9479) o Eric (a (508) 255-9667, la extensión 160 y Eric@HPCapeCod.org).

We have also dedicated a [page on our website](#) to tracking available community resources.

<https://www.hpccapecod.org/>

Independence House

Our Executive Director, Lysetta Hurge-Putnam has been diligent to ensure that our commitment to support survivors of domestic and sexual violence remain in full force. **Our emergency confidential shelter remains operational.**

- Our 24-hour hotline continues without interruption.
- Both independencehouse.org (and) independencehouseteens.org continue to provide virtual assistance by secure HIPAA compliant chat with an Independence House counselor during select business hours.
- Independence House counselors have been set up to provide remote intakes and individual counseling with their clients by telephone with blocked caller ID's.
- Independence House SAFEPLAN advocates are in place to provide telephone assistance with 209A and 258E applications and are collaborating to ensure this information is available with all 15 Cape Cod Police Departments and Cape Cod courthouses that are open for emergency matters.
- Independence House Medical Accompaniment to Cape Cod and Falmouth Hospitals is currently suspended until the hospitals reopen to the general public. Both hospitals are working with Independence House to help us provide telephone assistance to survivors who are onsite for sexual assaults and SANE exams.

Lastly, in the coming days we will be testing a HIPAA, VAWA/OVW compliant video tele-therapy platform before rolling it out to our counselors so they may continue their support to clients face-to-face virtually.

Our response to the community also continues by way of social media and on the home page of the Independence House website where our COVID-19 updates are front and center. Please feel free to visit us there at <https://independencehouse.org>

Justice Resource Institute (508) 771 – 3156)

All cape services are available via video and phone; new referrals are being accepted

Massachusetts MENTOR

Massachusetts MENTOR is still providing Therapeutic Mentor Services via telehealth on Cape and throughout the Plymouth area. We are accepting referrals and they can be faxed to 508-862-2693.

Courtney Lankowsky, LCSW
Program Director
Therapeutic Mentor Services
Massachusetts MENTOR

40 North St.
Hyannis, MA 02601
508-862-2639 ext. 2524
508-862-2693 fax

12 Welby Rd.
New Bedford, MA 02745
508-995-3251 ext. 5633
508-995-3252 fax

Outer Cape Health Services

OCHS offers telehealth for patients receiving primary care through OCHS. At this time psychiatrists and therapists are providing telehealth by phone.

508-487-9395, 508-349-3131, 508-432-1400. Call any number for access.

The Outer Cape Health Services Community Resource Navigator (CRN) program is available to help the Lower and Outer Cape town residents with unmet medical, behavioral health, and human service needs.

Outer Cape Health's CRN program can help with access to:

- Mental Health services
- Substance Abuse services
- Medical care
- Social services
- Coordination with other services and programs not offered by Outer Cape Health.

Referrals for the CRN program can be made by residents, family members, service providers, or community members.

Navigators are offering tele-visits.

Please call 774 209 3222 or email at crnavigator@outercape.org

Project 349/SMART RECOVERY Groups

They're offering two SMART meetings on ZOOM:

Mondays at 6 pm. Open recovery meeting.

Tuesdays at 6 pm Family and Friends meeting.

Both meetings are open for new participants. Anyone wishing to attend should email me

(marthadeborahgordon@gmail.com) with your email address and phone number, so I can send a link to join the meeting.

For more information on SMART Recovery, check out

SMARTRecovery.org.

RecoveryBuild

Substance Use support for Teens and young adults.

Contact APG Counselors at 774-487-5227 or email.APG@duffyhealthcenter.org

Our counseling team and Recovery Peer Mentors at RecoveryBuild APG are active and still taking referrals by working from home now, with new approvals for Telehealth communication. We have been making contact with parents and their students who are currently in home and in quarantine.

"This is a difficult time for all of us, but for those with a history of substance use, it can feel isolating and debilitating to be away from social supports, increasing the risk for use. We are offering check ins, community supports and a shoulder to lean on for families and students affected by substance use."

South Bay Community Services

Providing telehealth services:

50 Aldrin Rd
Plymouth MA 02360
508-830-0000 leave a message

470 Main St
Mashpee, MA 02649
508-760-1475 leave a message

intake: 508-427-5362

We are hiring as well!

WeCan

783 Route 28
Harwich Port, MA
PH 508-430-8111

www.wecancenter.org

info@wecancenter.org

The staff is working remotely. We continue to offer 1:1 Legal, Career, Business & Financial empowerment consults by phone or zoom, and all our services are free. The staff are answering calls and helping however we can right now.

PRIVATE THERAPISTS

Hayley Bess, LICSW

Bourne Pond Associates
258 Main Street, B3
Bourne, MA
774 872 – 5014

<https://www.psychologytoday.com/us/therapists/hayley-bess-bourne-ma/717634>

Maj Brown

Hyannis
508 237 – 7564

Kate Cascio, LMHC

68 Tupper Road, Unit 10
Sandwich, MA
774 224 – 8512

<https://www.psychologytoday.com/us/therapists/kate-cascio-sandwich-ma/479824>

Hailey Catsoulis, LMFT

Sunflower Marketplace
923 Route 6A Unit X
Yarmouthport, MA 02675
(774) 224 – 9625

<https://www.psychologytoday.com/us/therapists/haley-catsoulis-yarmouth-port-ma/384124>

Katherine Driscoll, LICSW

508-737-8372 (cell)
Katherinedriscoll.licsw@gmail.com
23A2 Whites Path
Union Station Plaza
S. Yarmouth, MA 02664

Robin Eitelbach LICSW

169 Route 6A
Orleans Ma 02642
robin.c.eitelbach@gmail.com
508-237-2638

Sheila House (Harwich residents only)

Harwich Youth Services
508-430-7836
shouse@town.harwich.ma.us

Tracy Lamperti, LMHC

1069 Main Street (Lemon Tree Plaza)
Brewster, MA
774 722 – 5919

Sara Moran

Sara E. Moran, MPS, ATR-BC, LCAT, LADC-I, RYT 500
Cape Cod Art Therapy

Art Therapist | Psychotherapist | Yoga Instructor
Embrace the process

Art therapist and LADC-I, accepting MassHealth for people with substance abuse diagnoses, or teens who are at risk of substance abuse disorders.
 Based out of Eastham.
www.capecodarttherapy.com.
 203-807-1617

Michelle Olem

180 Brackett Road
 Eastham, MA
 508-498-7596
 video and phone sessions

Claudia Partyka-Alifano

Barnstable
 774 776 – 1284

Lindsay Pepin

Pepin Therapeutics
pepintherapeutics@gmail.com
 508-737-9980

Courtney Poignand, LICSW

Orleans
 774 722 - 5190

Al Roberti, LMHC

Sandwich, MA
 (774) 462-5321

Sharon Stout, LMHC

Brewster
 (508) 240 – 1572

Ashley Symington, LMHC, NCC

Brewster, MA
 774 487 – 2193
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Created by Barbara Dominic LICSW, Consultant for the Barnstable County Children's Behavioral Health Work Group

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